

Department of the Air Force  
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## **FAMILY HOUSING BROCHURE**

Welcome to Lackland Air Force Base Military Family Housing. We are pleased to have you in the Air Force Community and hope your stay is pleasant. Your time at Lackland will be enhanced by the amount of effort you expend in making your home and our housing area a better place to live. It is impossible to itemize all details of our responsibility and yours. The following pages explain the Air Force responsibility for your home as well as what we expect from you. If you are considerate of your neighbors and treat your home as a prudent owner would, we assure you relationships in housing will be enhanced at all levels. Because your home represents a substantial investment by the United States Air Force as well as all taxpayers, we must diligently work together to care for your home and property.

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## Section A

### **AIR FORCE RESPONSIBILITIES**

The 37th Mission Support Group will assume responsibility for all maintenance and repair, refuse collection and disposal, fire, and pest control in support of your assigned Military Family Housing (MFH) unit. The 37th Security Forces will assume responsibility for police protection. San Antonio Police Department is responsible for police protection for Billy Mitchell Village residents to include the Chennault area.

**INITIAL INSPECTION.** A housing representative and you will be required to perform an initial inspection at the time of assignment. At this time, you will jointly identify and document on AF Form 227 all discrepancies pertaining to the unit and appliances. This document will be used to determine liability for damages to the quarters during your residency; fill it out carefully. You will have 15 days from the date of the initial inspection to report any missed discrepancies.

**MAINTENANCE AND REPAIRS.** Housing Maintenance Contractor has the primary responsibility for the maintenance of your home. The contractor provides maintenance to all family housing areas to include Billy Mitchell Village and Chennault residents. The contractor can be reached anytime at 673-1780. Service calls can also be made in person at the maintenance Contractor's facility, building 8600. After a service call is received, the job order control clerk immediately assigns and provides you with a job order number and an approximate date and time the work will be performed. **Please remember to write down the job order number so you can track the status of the work.** There are three categories of service: **EMERGENCY** - A situation that could cause loss of life or property. **URGENT** - Serious damage affecting health, safety, security or property. **ROUTINE** - Needed maintenance that does not pose a threat to life, property, health, safety, security, or mission. The category determines when service will be accomplished.

#### **RESPONSE TIME**

<b>CATEGORY</b>	<b>DUTY HOURS M-F: 0800-1630</b>	<b>NON-DUTY HOURS</b>	<b>COMPLETION</b>
<b>Emergency</b>	30 minutes	1 hour	5 days
<b>Urgent</b>	24 hours - 5 days*	24 hours - 5 days*	15 days
<b>Routine</b>	5 days	5 days	30 days

\* Response time depends on type of urgent category.

An adult member/representative of the family (18 years of age or older) must be present for the duration of maintenance or repairs. Family Housing will not enter the quarters or "house-sit" if you or your representative is unavailable. Contact the Housing Office at 671-1840/1172/0017, if you have questions regarding contractor response or you are dissatisfied with the service.

**CIVIL ENGINEER AREA MAINTENANCE UNITS (AMUs).** The area maintenance units are commonly referred to as zones. The zones perform work that the housing maintenance contractor is not authorized to do. **Major exterior plumbing repairs, exterior electrical work, removal of dangerous tree limbs, termites, and exterior entomology services are some common examples of Civil Engineer service calls.** There are two zones for housing. Please call your designated zone for assistance:

**Zone/AMU 1 - Capehart, 671-5551 (Military Housing on Medina Annex)**

**Zone/ AMU 5 - Yount Circle, Wherry, Zachry and Airman Scott Village, 671-5555 (Military Housing Main Base Lackland)**

**REFUSE COLLECTION AND DISPOSAL.** Refuse containers are provided for each housing units in Yount Circle, Capehart, Airman Scott Village, North Wherry, and Zachry. Refuse is picked up on **Tuesdays and Fridays**. North Wherry and Zachry should place their containers on the designated dumpsite pads in their carport areas not later than 0730 hrs on pickup days. Billy Mitchell Village residents will place their containers at the designated dumpster areas. For Chennault residents, trash pickup days are **Mondays and Thursdays**. Overflow refuse should be placed in a separate durable refuse container. Do not use plastic bags; they are easily accessible for animals to ravage during the evening hours. The contractor will not pick up any item heavier than 40 pounds. Limbs and trimmings from shrubbery should be bundled in lengths of no longer than 3 feet and be no heavier than 40 pounds. Do not leave containers at the pickup sites overnight as this may attract stray and wild animals. All trash in containers needs to be in bags (no loose trash in refuse containers). **REFUSE CONTAINERS WILL NOT BE PLACED IN PUBLIC VIEW EXCEPT ON SCHEDULED PICKUP DAYS. Residents will be issued a discrepancy notice for failure to remove refuse containers after pickup day.** Residents are responsible for reporting lost or stolen containers to the Housing Office at 671-1840. The Housing Office recommends keeping your container inside your patio area on days when trash pickup is not scheduled.

**DISPOSAL** of hypodermic needles and other sharp items need to be disposed of properly. Items of this nature must be placed in a rigid metal or hard plastic container. Once the container is full, the opening of the container should be security taped before the container is placed in the regular household refuse. These items are not recyclable materials and should not be placed in any recycling container.

**BULK ITEM REMOVAL.** The new refuse collection contractor will provide miscellaneous debris removal round-up collection service. This service is preformed on the 1<sup>st</sup> and 15<sup>th</sup> of every month. If the pickup date falls on a weekend or holiday, the service will be performed on the next workday. Items are to be placed next to the dumpster areas for Billy Mitchell Village housing; at North Wherry, they must be placed on the pad; Airman Scott Village, Capehart, Yount and LeMay Circle housing are to be placed at the curb.



The following items WILL NOT be picked up: refrigerators, air conditioners, paint, oils, tires, batteries, household cleaners, chemical or similar items that fall under the Environmental Protective Agency regulations. These items are the housing resident's responsibility to dispose of properly.

**RECYCLING PROGRAM.** Recycling is **MANDATORY** on Lackland AFB and Billy Mitchell Village/Chennault. It is the responsibility of the military sponsors of all MFH residents to insure the proper sorting of those acceptable recyclable materials listed below. **Place all recyclable items in a container(s) and place the container(s) curbside adjacent to streets no later than 0700 hrs on Tuesday morning.** Return recyclable containers to the designated storage areas after pickup. Containers should be washed on a timely basis. If you should have more recyclable items than the containers hold, sort and put in a paper bag or cardboard box.

**RECYCLE MATERIALS WILL BE PICKED UP ONLY WHEN SCHEDULED AND IF MATERIALS ARE NOT DIRTY.**

**ACCEPTABLE LIST:**

- *Glass jars and bottles (green, clear, and brown in color, no lid).*
- *Tin cans, wash them - no residue. Labels may be left in place.*
- *Plastic Containers: Triangle on bottom of containers (#1 PET & #2 HDPE).*
- *Newspaper (no glossy paper).*
- *Aluminum beverage cans (empty only), aluminum plates, pie pans, cooking pans (clean).*
- *Cardboard: Soda cartons, cereal boxes, juice cartons, boxed cookies, and cardboard boxes, etc. (Stack & flatten next to recycling container).*
- *Metal: Bed railing, old swing sets, bicycles, lawn mowers, auto parts, and broken tools*  
*(Clean, free of contaminants, rubber, plastic parts and wiring).*

**\*NOTE:** *If you have large amounts of cardboard, because of arrival or departure, you may contact the Recycling Center for pick-up at 671-4800/4838 between the hours of 0700 to 1545 Monday through Friday, closed on holidays.*

Contact the Recycling Center at 671-4800/4838 for more information about the Recycling Program. Residents are not responsible for lost, stolen, or damaged containers. If containers are vandalized or stolen, file a report with the Security Forces at 671-2018 and contact the Housing Office, at 671-1840.

**INDUSTRIAL DUMPSITES.** The industrial dumpsite is located at 7390 Carswell, building 7390; phone 671-4800, for all areas of MFH. Place large or bulky items such as tree limbs, landscape timbers, and old furniture in these dumpsites. Call Maintenance Engineering at 671-2851 if these dumpsites are full.

**DO NOT PLACE PAINTS, SOLVENTS, OIL, AUTOMOBILE FLUIDS, AND OTHER ENVIRONMENTALLY HAZARDOUS MATERIALS IN ANY DUMPSITE OR REFUSE CONTAINER. CONTACT THE HOUSING OFFICE FOR DISPOSITION INFORMATION.**

**LOCKOUTS.** If you are locked out of your quarters and need assistance, contact Housing Maintenance at 673-1780, Bldg 8600. They will send someone to open your quarters, or you will be issued a temporary key upon verification of residency. Please have your military ID card available. It is the responsibility of the resident to make additional keys and/or replace lost or stolen keys. The Housing Office (Bldg 1526, 671-1840) will provide you a letter authorizing a locksmith to duplicate the MFH keys.

**APPLIANCES.** Ranges, refrigerators, and dishwashers are government furnished and serviced; therefore, they are required to remain in the quarters. Personally owned appliances may be stored at government expense. Appliances are assigned by serial number and recorded on the AF Form 227. Please do not attempt repairs or adjustments. Rather, call problems to the Housing Maintenance Contractor at 673-1780. Privately owned appliances may be used when adequate space exists in your quarters. Government appliances will not be removed.

**FILTERS.** The replacement of filters in all housing units is required once a month; air conditioning and heating filters are government furnished by Housing Maintenance at the rate of three once per unit per month quarterly. The occupant is responsible for periodic change out. A/C filters are available by request by contacting the Housing Maintenance Contractor at 673-1780. They will deliver them at your quarters. Residents with indoor pets should replace filters twice a month.

**BASE SELF-HELP STORE (Bldg 5449).** The Gateway Self-Help Store provides you with materials, tools, and technical support (including training and assistance) to assist those who reside in MFH who want to do self-help work. The store is manned and equipped to support the one stop service. Materials commonly used in facility maintenance, repair, and upgrades are stocked and displayed for your convenience. Lawn care and landscaping items are also available. Contact the Self-Help Store at building 5449, or phone 671-3514/2339 for more information.

**NAME SIGNS.** The housing maintenance contractor provides name signs. The Housing Management Office will make arrangements for you to receive a name sign upon initial occupancy. **In the event of a name or grade change, call the maintenance contractor at 673-1780, for a new name sign.**

## Section B

### **RESIDENT RESPONSIBILITIES**

**LEAVE OR EXTENDED TDY.** If you will be absent from your quarters for more than 72 hours, make arrangements for security, prudent care, and periodic inspection. Notify the Housing Office (Bldg 1526, 671-1840), in writing, of your intended absence. Please include the name, address, and phone number of a military member assigned to Lackland AFB who will have access to your quarters during the period of your absence. Notify the Security Forces at 671-2018 for patrol purposes.

**LIABILITY FOR DAMAGE TO FAMILY HOUSING, EQUIPMENT, AND FURNISHINGS.** Members of the Armed Forces residing in family housing may be held liable and accountable for loss or damage to family housing, equipment, or furnishings caused by the abuse or negligence of the member, the member's dependents, or the member's guest. While the amount of liability is limited to one month's basic pay in cases of simple negligence, members are usually legally liable for the full amount of damages or loss in cases of willful misconduct or abuse. Air Force regulations provide guidance on how to determine responsibility and pecuniary liability. It explains situations on which claims may be waived or limited, as in the case where damage is caused by the member's dependents or the member's guest and the member had no opportunity to prevent the damage. It also establishes procedures for processing reports of survey and direction on how to request reconsideration.

**INSURANCE.** We strongly recommend you purchase renter's insurance to protect yourself in case of a major loss or damage (including pets) during your stay in military family housing. Such insurance should specify clearly that personal liability coverage for loss or damage involving government quarters, furnishings, and equipment is included. A common policy for this coverage would likely be a renter's policy, which would cover your personal property as well as personal liability for government property. You may be able to obtain liability coverage for government property without insuring your personal property if that is your desire. Replacement values are based on maximum net square footage and grade authorized by public law and will be provided to you by the Housing Management Office. The Housing Manager and Staff Judge Advocate can answer specific questions in this regard.

**DETERMINING REPLACEMENT COSTS.** The replacement cost is the lower amount calculated using the following table.

Use the amounts shown in the following table, or \$37 per square foot times the gross area on the property record, for an approximate idea of replacement value.

GRADE	BEDROOM	\$000
E1/E6	2	42
	3	53
	4	59
	5	68
E7/E9 and O1/O3	2	42
	3	59
	4	64
	5	68
O4/O5	3	62
	4	68
O6	4	75
O7/O10	4	92

If you have questions on calculating cost call the Housing Office at 671-0017 or 671-1172.

**DAMAGE TO QUARTERS.** You are responsible for damage to quarters beyond reasonable wear and tear to include damage caused by pets. Your Housing Management Office can fully explain your options for repairing or replacing damaged items as well as methods of payment. Please remember that all repair/replacement efforts must meet Air Force standards. Estimates for labor rates per hour are: Appliance Technician and Plumber, \$14.83; General Maintenance, \$14.51; Heating, Ventilation, and Air Conditioning, \$15.52; and Electrician, \$15.84.

#### **COST GUIDE TO REPLACE/REPAIR MISSING/DAMAGED ITEMS IN MFH.**

The following is a representative list of those items most commonly damaged or destroyed and their approximate replacement value.

It is not intended to be all-inclusive but does give you some idea.

<b>COST ARE ONLY APPROXIMATIONS</b>	<b>MATERIAL COST</b>	<b>LABOR COST</b>
Replace Garbage Disposal	\$ 55.89	+ 2 Hrs
Replace Interior Door	\$ 32.24	+ 2 Hr
Replace Trim (1 to 10 Feet)	\$ 11.55	+ 1 Hr
Replace Medicine Cabinet Mirror	\$ 8.20	+ 1 Hr
Replace Aluminum Storm door	\$68.60	Incl. Labor
Exterior Storage Room Door (Wherry)	\$ 53.00	+ 2 Hr
Air Conditioning "A" Coil	\$136.00	+6 Hrs
Venetian Blinds	\$ 14.26-80.00	+ 1 Hr
Mini Blinds	\$ 28.00-71.00	+ 1 Hr
Window and Door Panes (Per Sq. Ft)	\$ 5.00-109.70	+ 2 Hr
Floor Tile (Per Sq. Ft)	\$ 1.25	+87 Ft
Interior Door	\$ 22.00	+ 2 Hrs
Exterior Door	\$53.00	+ 3 Hrs
Patio Door	\$286.70	+ 4 Hrs
Screen Door (Screen Only Per Ft)	\$ .51	+ 1 Hr
Screen Door (Including Frame)	\$ 57.00	+ 1 Hr
Window Screen (Per Ft)	\$ .59	+30 min Lin Ft
Door Lock (Falcon Lock)	\$ 61.20	+ 1 Hr
Re-Key (Per Lock)	\$ 25.00	+ 1 Hr
Counter Top (Per Lin Ft)	\$ 15.00	+\$7.29 Lin Ft
Commode Tank Top	\$ 27.00	+ 1 Hr
Lavatory (Depending on size)	\$ 50.00-75.00	+ 2 Hrs
Shower Head	\$ 2.59	+ 1 Hr
Door Bell	\$ 24.97	+ 1 Hr
Bathroom Globe	\$ 14.00	+ 1 Hr
Dining Room 12" Globe	\$ 16.25	+ 1 Hr
Globes (6" X 11")	\$ 3.25-5.39	+ 1 Hr
Globe in Storage Shed	\$6.94	+ 1 Hr
Painting (Per 100 Sq. Ft)	\$ 7.85 gal	
Unstop commodes, disposals, dishwashers due to negligence/abuse	\$ 38.50	+ 1 Hr

\* Other types of damages the resident is responsible for are: damage to yard or house caused by pets, damages resulting from waterbeds, etc.

**ENERGY CONSERVATION.** Rising utility costs have necessitated a strict energy conservation policy. Please ensure that outside lights, including “Malibu” type lighting,

are “turned off” during daylight hours. Do not leave windows and doors open while the heater/air conditioner is running. Residents are required to comply with all established US Air Force and Federal Energy Conservation policies and procedures. **ORNAMENTAL/DECORATIVE LIGHTING IS ONLY AUTHORIZED DURING THE HOLIDAY SEASONS.**

**WATER CONSERVATION. This applies only during a drought.** Lackland AFB, San Antonio, and the surrounding communities all draw water from the Edwards Aquifer. Throughout the year, and particularly during the summer months, we share a responsibility with our neighbors to preserve the aquifer since it is our only source of safe drinking water. The Lackland watering plan is as follows:

a. Watering with a sprinkler or sprinkler system is authorized from 2000 to 2400 and 0001 to 1000. Even numbered quarters may water on annually designated calendar days; with odd numbers watering on designated odd days (odd/even dates are determined by the last digit of the mailing address).

b. Watering with a hand-held hose with a trigger nozzle attachment, using a bucket with a 5 gallon or less capacity, watering with a "drip irrigation" system or soaker hose, and watering to establish newly installed landscaping, are permitted at all times of the day.

c. **MANDATORY WATER RESTRICTIONS.** When the Edwards Aquifer level falls to dangerously low levels, a Drought Management Plan will be activated. You will be notified when the MANDATORY WATER CONSERVATION POLICY takes effect. The following guidelines will be followed:

<b>AREA AFFECTED</b>	<b>METHOD</b>	<b>WATERING TIMES</b>	<b>NOTES</b>
Housing facilities, Trainees (Landscaping)	Hand-held watering, soaker hose, sprinkler	<b>-MFH even-numbered address: Sat/Tues -MFH odd-numbered addresses: Sun/Thurs -Base Facilities: Mon/Fri</b>	<b>Watering on designated day is permitted from 0001-1000 and 2000-2400</b>
Housing-Vehicle washing	Hand-held on ground	<b>SAME AS ABOVE</b>	Same as above-Do not wash on grass
Shrubs, trees, flowers, etc.	Hand-held or soaker hose	<b>ANY DAY BETWEEN 2000-1000</b>	Use conservative schedule to maintain
Fountains	N/A	<b>NOT ALLOWED</b>	Exception if water is recycled
Housing and organizations-wash impervious surfaces	N/A	<b>NOT ALLOWED: No washing: Parking lots, sidewalks, work areas, road</b>	

New Landscaping	Hand-held hose, soaker hose, sprinkler	Water until adequate growth is maintained	No watering: 1000 - 2000
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If you have any questions please contact 37 CES/CEV at 671-4844.

**HEATING AND AIR CONDITIONING.** The high and low recommended temperature settings are as follows: In the winter the heat setting should remain below 70 degrees. During the summer months the air conditioning setting should remain above 76 degrees. The hot water heater setting should not exceed 110 degrees for safety purposes. Conservation efforts result in large monetary and heating fuel savings without jeopardizing the health of any individual. **KINDLY DO YOUR PART** to prevent the waste of fuel.

**ELECTRICITY.** We can work together to conserve electricity by eliminating unnecessary use. Turn off all lights in rooms that are not in use and do not leave outside lights on during daylight hours.

**ENVIRONMENT.** Do not pour waste, engine oils, engine coolants, car grease, and other similar products into the plumbing or drainage systems, or on the ground. **Disposal of oil must be taken to the Auto Skill Center at Bldg 7245, 671-3549.** In addition, do not put environmentally hazardous materials into household refuse containers or industrial dumpsites. Rather, dispose of such materials in an approved manner. **Disposal of car batteries will be taken to HAZMAT in Building 7777, 671-7777.** The open burning of leaves and other refuse is strictly prohibited. Avoid using equipment that is excessive or annoying to your neighbors. Use only authorized fertilizers and insecticides. If you have questions, please contact 37 CES/CEV at 671-4844.

## **BUILDING MANAGER PROGRAM**

The Housing Office will appoint building managers for each North Wherry and Billy Mitchell Village (BMV) housing areas. **See Attachment 3, Page 48, for responsibilities.** These areas of housing are very dense in population and with the multi-family living environment and it has been a focal point for housing issues. North Wherry housing consists of JNCO personnel and BMV consists of JNCO, SNCO and Company Grade Officer personnel. The most senior ranking member in each building, regardless of position, will be appointed as the building manager and next most senior will be appointed as the alternate. The alternate will assist when the building manager is on leave or TDY. The building manager representative will be responsible for ensuring area clean up is scheduled for residents of each building and will ensure all residents participate in scheduled clean up. Area clean up will include common areas surrounding their assigned buildings. This will help build cohesiveness, pride and ownership of where they live. The building manager will also mediate complaints from residents within his/her building and work with other building managers to ensure complaints are resolved before taking it up the chain of command. A detailed information handout, along with formal appointment

letters, will be provided upon assignment by the housing inspector or representative. You may contact the Housing Office, Building 1526, 671-1840, for further information.

**CARE OF INTERIOR/EXTERIOR OF MFH** As an MFH resident, you are responsible for the care of the house, appliances, and all furnishings. This includes the routine cleanliness, maintenance, and servicing of the living unit and immediate grounds.

### **CARE OF INTERIOR**

**KITCHEN.** Pay special attention to the appliances, cabinets, and walls in the kitchen. Avoid placing hot utensils on the counter tops as it can cause permanent damage. Use only regular shelf paper in drawers and cupboards. Do not use adhesive paper because it will damage surfaces and is difficult to remove. Walls should be cleaned at periodic intervals to prevent surface grease buildup.

**Range:** Clean the oven, broiler unit and top burners regularly to prevent grease buildup and the possibility of a fire. **Do not use "Oven Cleaner" on the aluminum burners because the metal will corrode and ruin the burners.** Burner assemblies can be removed, soaked in warm soapy water, but not washed in the dishwasher. Foil may be used beneath the burner front to catch food and grease particles. If used, they should be changed frequently to avoid a possible fire hazard. Oven cleaners should not be used if it's a continuous-cleaning type oven. The oven door can be removed by opening the door 1/4 open and pulling up on the door. Remember to gently place the hinges back in the closed position to avoid injury. Most housing ranges are equipped with electronic ignition devices that do not require the pilot light to be lit in the event of a gas outage.

**Refrigerator:** Refrigerators require routine cleaning to remove food particles and avoid unsanitary conditions. Clean the interior of the refrigerator with a water and baking soda solution. Be sure to rinse and dry the appliance. The refrigerator exterior and door gasket should be cleaned frequently but do not use harsh detergents. Excessive dust and dirt will damage your refrigerator and affect the overall operation of the unit. Periodically check the door gaskets to ensure they are not warped or do not have cracks. This causes refrigerated air to escape and will damage the unit over a long period of time. Remember to clean the drip pan periodically by removing the kick plate, cleaning, and vacuuming underneath.

**Dishwasher:** Do not put heavily soiled dishes into the dishwasher. Rinse dishes prior to placing them inside. Only use "approved" dishwasher soaps in the unit. Regular dish soap seeps between the door gasket and causes the unit to leak. Do not allow children to use the dishwasher door as a stool to reach items on the countertop. The weight will damage the unit beyond repair and costs are considered occupant-caused damage for which the resident will be held liable.



**Garbage Disposal:** Garbage disposals are designed to shred small scraps of non-stringy vegetables and fruits. They are not capable of handling large amounts of solid foods, especially meat products. Avoid putting fibrous material, such as carrots, celery, lettuce, and banana peels in the garbage disposal due to erosion of the cutting mechanism. Do not put grease in the drains or garbage disposal as it will solidify in the pipes and cause stoppages. If the disposal jams up, there is a reset button on the bottom of the unit. First, try removing large clusters of debris from the disposal cavity, then resetting the button, and trying it again. If you are unable to get it started, place a call to the contractor. Remember to always use cold water when running the disposal; hot water will shrink the rubber gaskets causing the unit to leak. Appliance manuals should be in one of the kitchen drawers. If not, please contact housing maintenance and request them. Please take the time to read and understand how to properly care for these appliances. Misuse or neglect could result in occupant-caused damage charges to the resident.

**BATHROOMS.** The disposal of diapers, sanitary napkins, paper towels, and items other than toilet tissue in commodes is strictly prohibited. Do not use adhesive non-slip decorations or adhesive bath mats in the bathtubs. These items will remove the porcelain glaze from the tub surface. You can use non-adhesive suction cup tub mats. Do not use any hand or soft abrasive cleaner on tub surface; they will ruin the re-glazed surfaces

#### RESURFACED BATHTUB & CERAMIC TILE CARE MAINTENANCE

Do Not leave water in bathtub over night  
Do Not use anti slip floor mats  
Do Not use powder cleaners  
Do Not use abrasive cleaning pads  
Do Not use bleach as bleach will yellow tub  
Do Not use harsh cleaners for 30 days  
Do Not leave soap in corners of tub use soap dish  
Do not leave shampoo bottles on tub; use caddy

After 30 days occupancy, you may occasionally use liquid cleaners such a Comet. You may use Tilex Fresh Shower (or similar product).

**FLOORS.** Excessive water can cause damage to wood floors. Products are available to prevent furniture from scratching floors. Use quality wax removers to prevent wax buildup. Pay special attention to corners and baseboards for dirt buildup. **Do not use acrylic wax products on tile floors, as they are difficult to remove.**

**CARPETS.** Carpets must be vacuumed on a regular basis to thoroughly remove foreign matter and loosen matted pile. Residents are responsible for stain removal at least weekly; the method must not negatively affect the serviceability or the appearance of the carpet. **Non-removable stains are considered beyond fair wear and tear and are, therefore, occupant-caused damage for which the resident will be held liable.** Kool-Aid, red soda, and bleach stains have never successfully been removed. It is the resident's option to try and remove such stains or waive the opportunity. In almost all situations, the housing inspector knows whether the stains can be removed or not. In the event the resident is charged for carpet or other damage, the charge does not purchase the damaged item; it remains Government property. Cleaning processes cannot increase the flammability of the carpet or adversely affect the appearance or durability of the carpet. When having carpet installed, lay it flush against wall and do not use double sided tape or tacks, they will damage the floor. Floors and entrance doors must be in original condition upon termination.

**WALLS.** Use mild soap and warm water to keep your walls clean. Do not apply adhesive backed materials, wallpaper, or decals to walls as they cause damage upon removal. Use only small nails or picture hangers for securing plaques, pictures, etc. to walls. Clean walls in a circular motion to prevent streaking and to maintain a uniform appearance.

**WINDOWS.** Windows will not be covered with any materials such as tint, paper, or aluminum foil.

**MOLD INFORMATION AND PREVENTIVES.** Molds can be found virtually everywhere. Mold can grow on virtually any surface, as long as necessary levels of nutrients, moisture, and oxygen are present. Molds are naturally occurring microscopic organisms, which reproduce by spores. Problems occur when mold spores come in contact with building materials that have sufficient moisture content to support active fungal growth. We all have lived with mold spores all our lives. It is important to work together to minimize any mold growth in your quarters. Some suggestions to stop sources of moisture immediately are to clean up leftover water. If mold is colonizing an area, clean it (an effective, inexpensive approach is to use one part bleach in ten parts water). If these preventive measures do not work, contact the Housing Office, Bldg 1526, 671-1840.

**INSECT CONTROL.** Your house was treated for insects before your occupancy. You are responsible for the control of minor pest infestations, such as cockroaches, waterbugs, ants, silverfish, centipedes, crickets, flies, spiders, and other flying and crawling insects as well as pests that infest indoor and outdoor plants, gardens, flowerbeds, and other ornamental plants.

The Gateway Self-Help Store at building 5449, phone 671-3514, has products in stock to help control infestations. If your properly applied measures are not successful and you have a persistent pest problem, contact Entomology at 671-3525; Billy Mitchell Village residents, call GKDA at 932-0777. They will assist in arranging for an evaluation and proper treatment of the problem.

**BASEMENTS.** Zachry units have full basements, but they tend to leak at the expansion joints during moderate or prolonged rainfall. The drainage for the most part is good, therefore, the problem is usually temporary but damage to personal property may occur. **The government cannot be liable for damage as a result of flooding because the basement is considered an unimproved area.** Upon assignments to a Zachry unit, new occupants are given the letter regarding basements.

## **CARE OF EXTERIOR**

**GROUNDS CARE.** MFH grounds must present a neat, acceptable appearance at all times. You are responsible for mowing and cleaning up the common areas surrounding your building. A housing representative will explain your lawn care responsibilities at the time of assignment. You can obtain grass seed and fertilizer from the Gateway Self-Help Store to coincide with the recommended time for application/planting. Watch for seasonal announcements about grounds care in the bulletin and base newspaper.

**INSPECTIONS.** The Housing Flight, acting on behalf of the 37th Mission Support Group Commander, performs weekly yard inspections (**Tuesdays through Thursdays**) to ensure the family housing communities are maintained according to Lackland AFB yard care standards. Your cooperation is solicited for good yard maintenance. ***You may be issued a yard discrepancy notice at any time when your yard does not conform to the yard care standards.*** Please contact the Housing Office at 671-1172/0017/1840 if you need assistance. AETC Form 1188 "Housing Area Improvement Survey" (discrepancy notices) are issued to occupants not meeting appearance standards. The following guidelines will be followed:

a. **Courtesy Notice:** The notice will be attached to the door of your home. It is intended to offer you an opportunity to correct potential problems before they become discrepancies.

b. If you receive three discrepancy notices for any infraction, we will send a letter to your unit. This first two notices received should be considered as warning notices to alert you that if you receive a third notice, you can expect your commander and first Sergeant to become involved. Help us by keeping your assigned areas maintained to standards and avoid this level of involvement. Courtesy notices are not counted against

the resident as a discrepancy, but are in fact, a helpful reminder for a minor infraction overlooked.

**1st Notice and 2nd Notice:** AETC Form 1188, "Housing Area Improvement Survey" will be attached to the quarter's door for proper action. The resident is expected to correct the discrepancy within 48 hours.

**3rd Notice:** If you receive a **third** notice within one year of the first notice, a letter will be sent to your Unit Commander/First Sergeant. Advising them to brief you on proper compliance of housing requirements in order to remain in base housing.

**c. A fourth discrepancy notice generates a letter from the 37th Mission Support Group Commander.** You will be required submit a letter to show cause why your housing privileges should not be revoked within 15 days through the Housing Office, Building 1526, 671-1840 to the 37 MSG/CC for review. Your unit commander and first sergeant will be provided a courtesy copy of this memorandum.

**d.** Residents receiving an opportunity to improve are closely monitored. If another discrepancy notice is issued, a letter to terminate will be sent from the 37 Mission Support Group Commander to terminate quarters within 30 days. You are required to come to the Housing Office to arrangements.

*\* All copies of the discrepancy notices and actions will be maintained in your file at the housing office.*

## **MFH LAWN CARE AND MAINTENANCE STANDARDS**

**LAWN MAINTENANCE AND WATERING.** Your area responsibility is 50 feet from your unit, halfway between two buildings, and/or to the street. Should you have questions regarding your area of responsibility, a housing inspector assigned to your housing area will meet with you at your convenience. The height of the lawn should be between 2 and 4 inches and should be uniform in appearance. Do not "scalp" the grass by cutting lower than 1 1/2 inches. This damages the lawn and causes the grass blades to turn brown. A scalped lawn also requires more water than normal. Watering is encouraged, especially during the growing season. Use water conservation standards. Housing residents are to insure that personal equipment is removed from common areas in order to allow the grounds maintenance contractor to mow.

**DO NOT** park any vehicles on the grass area for any reason.

**EDGING.** Edge sidewalks, driveways, buildings, shed foundations, porches, steps, carports, curbs, occupant's owned playground equipment and fences as needed to maintain a neat appearance.

**GRASS IN CRACKS.** All grass and weeds should be removed from the cracks and crevices of all concrete surfaces including driveways, curbs, patios, sidewalks, steps, and parking areas.

**TREES, SHRUBS, AND FLOWERBEDS.** It is the occupant's responsibility to trim grass around base and roots of trees. Remove new growth on trees up to 6 feet above ground level. Shrubs should be shaped, squared off, or rounded in the appropriate style related to the type of plant. Shrubbery, trees, or plants should not interfere with doorways, walkways, patio fences, foundations, or carports. Shrubs should not exceed 6 feet in height. Flowerbeds should be free of litter, leaves, weeds, and grass. **Check with the Self-Help Store, Bldg 5449, 671-3514, for gardening tools.**

**CONCRETE SURFACES (CARPORTS, SIDEWALKS, PATIOS)** Carports/patios sideways/curbs and gutters must be swept and be neatly maintained and free of clutter. Accumulations of oil and grease on these surfaces pose a safety hazard and can be removed with an absorbent or steam cleaner. Store barbecue pits, wading pools, and lawn furniture in the rear patio area during the winter or when not in use. **Carports** will be used to store only licensed, registered, and operable vehicles.

**LEAVES, LITTER, DEBRIS, AND EXTERIOR CLUTTER.** Rake lawn to remove leaves, paper, cans, twigs, cigarette butts, and other debris in the yard. Do not leave bags of potting soil or fertilizer on the front porch or carport areas. Please do not allow the scattering of unused toys, tires, plywood, etc. outside the house or carport. Such items detract from the desired appearance of our housing areas.

**FENCING.** All fences must be maintained in a serviceable condition to present a good appearance. An AF Form 332 and a digging permit must be submitted to the Housing Flight for approval. Do not purchase materials prior to approval.

**VEHICLE REPAIR.** Repairs on vehicles are not authorized in carports, driveways, and parking spaces. Auto repairs should be done in the Auto Hobby Shop. Do not leave inoperable vehicles parked in the housing areas. They will be ticketed and towed at member's expense. (See Security Forces, Section D, in this brochure, for more details).

**RECREATIONAL VEHICLES.** RVs, boats, and camper shells are not authorized in carport areas or driveways except for 24-hour periods for loading and unloading. MWR has a storage facility available, call 671-3106 for more information. (See Security Forces, Section D, in this brochure, for more details).

**SNOW AND ICE REMOVAL.** Occasionally, San Antonio receives inclement weather. If necessary, remove snow and/or ice as needed from the sidewalks in your area of responsibility.

**PETS.** Remove feces daily. Do not stake pets outside the privacy fence without proper supervision. **IAW LAFBI 31-201, ensure that pets are controlled at all times. Ensure that pets outdoor are in a fenced area. Dogs will not be tethered or chained. THE OCCUPANT IS RESPONSIBLE FOR THE PET IN A DOGBITE SITUATION NO MATTER THE CIRCUMSTANCES.** Two pets are allowed per family, IAW LAFBI 31-201. (See Good Neighbors, Section E, in this brochure, for more details).

**WATER HOSES.** Store and arrange hoses in a manner that does not detract from the appearance of the housing area when not in use.

**RECYCLING AND REFUSE CONTAINERS.** Containers will not be left on curbs or dumpsite pads except on pick-up day (**Tuesday**). Containers will be kept clean and free of offensive odors. (See Air Force Responsibilities, Section A, in this brochure, for more details).

**LAWN FURNITURE AND BARBECUE GRILLS.** Store in the back patio area when not in use, particularly during winter months. Never throw hot charcoal briquettes in your garbage container. Never store a hot grill in your shed.

**IVY, VINES, AND CLINGING PLANTS.** Do not allow plants to grow on fences or buildings, as they tend to cause deterioration of structures and walls. Address questions and/or concerns to the housing inspectors at 671-1840/1172/0072.

**FLAGS.** Do not use decorative flags or banners unless approved by the Housing Flight on an AF Form 332. IAAFA student officers may at their on-base quarters, fly their national flag if the United States Flag is also flying. USAF members are not allowed to fly the flags of other nations. Bring your flag inside at night unless properly illuminated. Do not display your flag when it is raining.

## **LANDSCAPING GUIDELINES AND TIPS**

We invite you to visit the Lackland Gateway Self-Help Store at building 5449 or to contact by phone call 671-3514. You will find a host of items to assist you with your landscaping needs. Please note that they do not provide artificial flowers, decorations, landscaping timbers, lava rock, etc. Hence, the use of these items is not authorized. Please strive to have a natural landscape at all times (See Self-Help, Section H, in this brochure, for more details).

a. Pine Bark Mulch - One of the best ways to improve the soil condition is to mix pine bark mulch into the soil. This mixture improves aeration and moisture-holding capacity. It also increases fertilizer efficiency and physically loosens tight soil.

b. Grass Seed and Fertilizer - Is available and we encourage you to contact the Gateway Self-Help Store and get the amount needed to get your lawn off to a good start.

c. Equipment - Fertilizer, grass spreaders, rakes, grass shears, goggles, spades, posthole diggers, electric hedge trimmers, weed eaters, and wheelbarrows are available on a 48-hour basis. Please observe the 48-hour rule as others may be waiting to use the equipment.

d. Pest Control Products are available for occupants. Fire ant killer, ant and roach bait, and glue traps can help minimize problems with pests.

**All self-help work must be coordinated with the Housing Office. You will need an AF Form 332. Consult them before you purchase material or negotiate a contract.**

The "Yard of the Month" Program runs from the month of May through September. A winner from each of the housing areas is selected. Consideration is also given to "most improved yards," where a dramatic improvement is evident. (See Community/Residential Activities, Section G, in this brochure, for more details).

### **GRASS-CYCLING TIPS**

Lackland encourages housing residents to grass-cycle, which is the process of recycling grass clippings by leaving them on the lawn when you mow.

- a. Grass-cycling improves lawn quality as clippings release nutrients and improve the soil.
- b. Grass-cycling saves time and work, as you no longer have to bag grass clippings.
- c. Clippings do not cause thatch.
- d. Grass-cycling doesn't spread lawn disease. Spores contacting susceptible grasses under ideal conditions cause disease. Grass cycling does not influence this process.
- e. All mowers can grass-cycle; no special equipment is needed.
- f. Collecting clippings is becoming more expensive. Landfill space is at a premium.
- g. Grass-cycling is a responsible environmental practice and results in a reduction of curbside waste.

**BASKETBALL HOOPS. Portable basketball goals are authorized only in areas specifically approved by the Housing Office.** Housing resident must submit a request to the Housing Office (Bldg 1526) on an AF Fm 332. Portable basketball goals shall not interfere with carport areas or moving traffic and must be stored when not in use. Appropriate storage locations are assigned carports, storage room, garage, patio or backyard. **They must be identified and tagged as your property with your name and address.** Unmarked goals may be confiscated. For more information, contact the Housing Office at 671-1840.

**WATERBEDS.** Use of waterbeds requires submission of an AF Form 332 to the Housing Management Office for approval. Waterbeds are not allowed on the second floor; however, the use of the frame is permissible with a regular mattress. You will be held financially liable for any damage that may occur due to leakage or bladder breakage of a waterbed.

**PLAYGROUND EQUIPMENT AND TRAMPOLINES.** For those units with front and backyards, no playground equipment will be allowed in the front yard. A maximum of two play equipment items are allowed in the front yard for those who do not have backyards. This requirement applies strictly to North Wherry and Billy Mitchell Village. An AF Form 332 must be approved prior to placement of the recreational equipment. **The recreational equipment shall be placed in the rear of the quarters away from main street.** Day care providers who wish to install recreational equipment must abide by this brochure. **Trampolines must be placed against a wall after use for safety measures.** Swing sets, and portable playhouses will be kept inside fenced rear yards. **Tree houses are not allowed in family housing due to safety and liability.** Residents in North Wherry housing will store trampolines and portable playhouses within their fenced patio area. North Wherry residents need to fill out AF Form 332 to request permission to place outdoor equipment in the housing area.

**SWIMMING AND WADING POOLS.** **Only above ground swimming pools are authorized with a maximum size of 8 feet in diameter and 24 inches deep.** When pools are in use, they must be placed within a fenced area. Pools must be emptied and stored when not in use. Move pools frequently to prevent the grass from dying. Lawns must be restored to original condition.

**CABLE TV AND TELEPHONE INSTALLATION.** The government authorizes one receptacle for cable TV and two for telephones. An additional cable outlet may be installed at the resident's expense. Provide the cable technician with the "Additional Cable Outlet" memorandum in the Miscellaneous Section of the housing brochure. Call Time Warner Cable at 244-0500 to obtain cable television service. Residents wishing to install a satellite dish, no larger than 18 inches, may install it after providing a diagram of the location and obtaining approval, through the Housing Office, on an AF Form 332. Residents in North Wherry and Zachry housing will install the dish on an independent support within the area of the fenced patio. The maximum overall height will be the same as the patio fences, 4 feet high. In Capehart housing and Airman Scott Village, occupants will mount on an independent support located in the rear of the quarters out of sight from the street. For telephone service, call SBC at 1-800-464-7928. Call the SBC service department (1-800-954-4102) for external repairs. The 37th Communications Squadron makes internal repairs (from the terminal box to the inside outlets). Call the Help Desk at 925-2666 for assistance.

## **Section C**

### **FIRE PROTECTION**

The 37 CES Fire Protection Flight is responsible for instructing residents on fire safety procedures. As the head of your household, you have the responsibility to ensure all family members are duly briefed on fire protection procedures. Focus on these four



elements in your fire safety plan: prevention, detection, escape planning and practice, and Fire Department notification.

**RECOMMENDED FIRE SAFETY PRECAUTIONS.** Let cooking grease cool and pour into a metal can. Monitor your younger children carefully and do not let them cook on the stove. Keep lighters and matches out of the reach of children. Avoid cooking while intoxicated, medicated, or sleepy. Empty noncombustible ashtrays into metal container, rather than trash cans.

**INSTRUCTIONS ON PREVENTION.** Residents who have not previously occupied base housing will be identified by the housing office and scheduled for an appointment with the fire protection flight to receive a comprehensive, in-house fire safety orientation briefing. Family members will be encouraged to participate in the fire safety orientation briefing. If members are not able to attend, a copy of the fire safety audiovisual orientation briefing will be made available for viewing at their leisure. The housing office will identify residents who have previously occupied base housing. When signing for quarters, the resident will sign a statement of liability and responsibility for fire safety in their house. The resident is responsible for providing fire safety information and orientation to their family members. The resident may request an in-house briefing for refresher training if they desire.

**SMOKE DETECTORS.** Inspection of the smoke detector is performed at the initial inspection of your home. If a family member has a hearing impairment, ask about a specially designed smoke alarm. For the safety of your family, you should perform an operational test of the detector periodically, at least once a month. Home daycare providers are required to have a smoke detector in the child-care sleeping and activity rooms. Residents are responsible for the purchase and installation of additional single station, hard wired, 120 volt, smoke detectors. Any new detectors installed must be compatible with existing smoke detectors and interconnected with existing smoke detectors. Therefore, if one detector is activated, all of them will sound.

**CARBON MONOXIDE DETECTORS.** Are available at the Self-Help Store at 671-2339/3514.

**FIRE REPORTING. IF A FIRE OCCURS IN YOUR HOME GET OUT FIRST AND THEN CALL 671-0911 IMMEDIATELY. GIVE THE OPERATOR YOUR NAME, PHONE NUMBER, AND ADDRESS. DO NOT HANG UP UNTIL YOU ARE SURE THE INFORMATION HAS BEEN RECEIVED CORRECTLY. REPORT ALL FIRES REGARDLESS OF SIZE.**

**GASOLINE STORAGE.** Do not store more than three gallons of flammable liquid. Flammables should never be stored in the home and outside storage areas should be child proof.

**BARBECUE GRILLS.** Fire laws and insurance requirements prohibit the use of BBQ grills in breezeways, balconies, patios, or within 10 feet of a building. Lighter fluid and flames are potentially hazardous to items such as boxes, furniture, and the building. Grills should be lit and supervised by adults only. When in use, grills should be kept free from building overhangs and porches. Store grill in the rear of your home after it has cooled down.

**CLOTHES DRYER.** Check and clean dryer lint trap after each use. Never place plastic articles in dryer.

**COOKING AND APPLIANCES.** Never leave cooking unattended, especially when cooking with grease or anything that produces its own grease. Should a grease fire occur, cover the burning pan with a lid, turn off the appliance, and call the fire department. **NEVER USE WATER! DON'T ATTEMPT TO MOVE THE PAN!** The kitchen exhaust fan should be cleaned weekly to prevent accumulation of grease. Replacement filters are available at Housing Maintenance.

**FIRE EVACUATION PLAN.** A home fire evacuation plan should be made with primary and alternate routes of escape in the event of a fire. Establishing and practicing your escape plan as a family activity can save the life of your loved ones. The fire department should be aware of handicapped family members. **Do not use the basements of Zachry units for an extra sleeping area; there is only one escape exit.**

**HOUSEKEEPING.** Keep trash from accumulating in closets, attics, storage areas, near wall heaters, and hot water heaters.

**POWER EQUIPMENT.** Lawn mowers and edgers should not be refueled while the motor is running. Equipment should have sufficient time to cool before refueling and should only be refueled in an open area.

**POWER OUTAGES.** Do not use candles or kerosene lamps during an electrical outage. Residents should keep a working flashlight handy for emergency situations. **Remember: smoke detectors are inoperable during an electrical power outage.**

**\*Any questions on fire prevention should be directed to the base fire department, 671-2921**  
**Section D**

### **SECURITY FORCES**

The Commander, 37th Mission Support Group, is responsible for the control and safeguard of all base property. Security Forces personnel accomplish routine patrolling of the

housing area on a regular basis. Direct all security inquiries to Security Forces Central Control at 671-2018.

**PARKING IN HOUSING.** There is one parking space assigned for each housing unit except in Zachry, which has two parking spaces. Visitors and additional vehicles must be parked on available/authorized street space. Be reasonable and considerate--talk to your neighbors when problems or misunderstandings occur. Do not park automobiles, motorcycles, utility trailers, campers, or boats, on lawn, patios, or communal grounds in the housing area.

**PROHIBITED PARKING.** On base parking of privately owned vehicles will be in driveways or authorized parking areas only. Parking is prohibited:

- On grass, weeded, or dirt areas.
- Parallel on service streets, which lead to carports (Wherry).
- Within 15 feet of an intersection, fire hydrant or dumpster.
- Where it blocks a driveway or fire lane.

**Recreational vehicles, boats, utility trailers, motor homes, towed vehicles, jet skis, camper shells, etc., will not be parked in the family housing areas** except for 24-hour periods for loading and unloading. **Storage for RVs is available at Services Recreation Supply at 671-3106. Pocket Bikes/ATV's are not allowed in military family housing areas.** Please refer to 37 SFS LAFB Instructions 31-204.

**ILLEGALLY PARKED COMMERCIAL VEHICLES.** Contact the Security Forces at 671-2018 when commercial carriers violate parking rules. Provide vehicle description, license plate number, location, and time of violation period.

**OFF-LIMIT ON-BASE AREAS.** The San Antonio community, as in any large metropolis, is subject to violent crimes. The Installation Commander has designated all unlit areas of Lackland AFB off-limits during the hours of darkness (i.e., golf course, construction areas, military obstacle course, wooded areas, and parks; unless attending authorized gatherings). Base personnel are cautioned not to travel or walk alone in these areas at night.

Some establishments in the local community have been designated "Off Limits" to military personnel. A current list of these establishments should be posted on your squadron bulletin board or contact the Security Forces at 671-3355

## **TRAFFIC LAWS**

**BASIC GUIDELINES.** Our traffic laws and regulations set the rules for movement, parking registration, and general operation of government and privately owned motor vehicles on the installation. Although there are numerous laws and regulations,

Lackland's training mission makes it somewhat unique; therefore, we emphasize speed limit enforcement for safety reasons. The maximum speed limit on the installation is 30 mph, unless otherwise posted. If you have any questions concerning our laws and regulations, please call Security Forces at 671-2018.

**AUTO REPAIR WORK.** Repair work on your vehicle is **not authorized** in the housing areas except for certain PREVENTIVE maintenance/safety equipment checks like tire pressure, leaks, fluid levels, lights, horn, windshield wipers for proper operation, and brakes and steering for effectiveness; however, oil and/or transmission fluids changes are prohibited. All other repair work is not authorized in the housing area. Visit the Auto Hobby Crafts Center at 2021 Carswell, building 7245, or call 671-2772 for an appointment.

**VEHICLE REGISTRATION.** All privately owned vehicles must be registered on base. Active duty personnel must register their vehicles at their Orderly Rooms. You must provide proof of ownership (valid registration), insurance, military ID card, and driver's license.

Abandoned vehicles and/or vehicles without current registration, safety stickers, or base stickers will be ticketed. If not moved within 72 hours, they will be towed from the base. For additional information, contact the Pass and Registration Section in Building 5616 at 671-3678.

## **ENTRY TO THE INSTALLATION**

**VISITOR RECEPTION CENTER.** The Visitor Reception Centers (VRC) process visitors and non-Department of Defense (DoD) registered vehicles onto the base. The first VRC is located at the Gateway East Gate on Military Drive and Luke Boulevard, and the second is located at the Airman's Gate on Truemper Street, and the third is located at the Lackland Training Annex Sub Station just inside Gate 1 on Medina Base Rd. When the VRCs are closed, passes can be obtained at any opened main gate.

Visitors who accompany DoD cardholders may enter the base without a visitor's pass; however, they must be escorted at all times. NOTE: Residents are still held responsible for the conduct of their visitors even though they have been granted unescorted entry. Dependents under 18 years of age may not sponsor or escort visitors on LAFB or LTA without specific permission of their military sponsor or guardian.

For more information, or to coordinate visitor passes, please call the Gateway East VRC at 671-2254, or the Airman's VRC at 671-3440, or the LTA Sub-station at 671-5099. If VRCs are closed, please call the Security Force Control Center at 671-2018 for additional information.

During increased force protection conditions residents/sponsors will be required to personally meet their guest at the VRC and obtain the required entry pass.

**FIREARMS REGISTRATION, STORAGE, AND TRANSPORTATION.** Personnel residing in a government housing unit will ensure all privately owned weapons (POWs)

stored in the housing unit are secured in an appropriately constructed locked container or equipped with a tamper resistant mechanical lock or other safety device. Mechanical locks or other safety devices will be properly engaged to ensure the weapon is rendered inoperable by any unauthorized user. Military sponsors will ensure POWs stored in locking gun cabinets constructed with glass windows have an additional level of security in place (i.e., trigger locks, wire mesh, etc.) to prevent the removal or use of POWs if the glass is broken. The keys and combinations for mechanical locks and/or other safety devices must be closely controlled to prevent access by children and other unauthorized users. For the purpose of these POW requirements, a child is defined as any person under 18 years of age. The intent of this is not to prohibit the use of POWs by authorized users, but to ensure children do not gain access to a POW without adult consent and supervision. These requirements for storage are in addition to those specified in AFI 31-101, *The Air Force Installation Security Program*, and Para 8.12. For further information, contact the Security Forces Resources Protection Section (SFOSS) at 671-3357/3358.

You may store your firearm at the armory rather than your home. The Security Forces armory will store firearms but not prohibited items. Information concerning prohibited items will be located in the AETC Supplement to AFI 31-101. Personnel with a state issued Concealed Handgun Permit are advised that these permits ARE NOT valid on LAFB. Under no circumstances are personnel allowed to carry a concealed weapon while on the installation. Contact the 37 SFS/SFOSS office at 671-3357/3358 if you have questions concerning these items.

**FIREWORKS.** It is illegal to own or operate fireworks on Lackland AFB or Lackland Training Annex (LTA) and within the city limits of San Antonio.

### **CRIME STOP/HELPFUL PROGRAMS**

**CRIME STOP.** An important key to the successful prevention of crime is the prompt and accurate reporting of crime situations or criminal acts. Operation Crime Stop is designed to overcome a reluctance to report crimes. It recognizes some people will only report incidents if they are allowed to remain anonymous. Crime Stop requires no personal information about the caller. If you see or hear anything suspicious, call Crime Stop at 671-1100 if dialing from a private on-base telephone line, or dial 911 if using a government telephone. Dial 671-0911 if calling from a cellular phone and you are located on LAFB.

**OPERATION IDENTIFICATION.** Operation Identification is a program designed to discourage thieves from stealing your property. Marking your valuables with an identifying number, such as your social security or drivers license number does this. The numbers also help locate owners of recovered property. This marking is done with an engraver, which may be checked out from the base crime prevention section located in building 1030 or your unit crime prevention monitor. Thieves are reluctant to steal items, which can be readily identified, and these items are difficult to dispose of through illegal

channels. For more information on this program, please call Security Forces Installation Security Section at 671-3358.

**RIDE-ALONG PROJECT.** The program is part of the Citizen's Awareness Program, which permits you to accompany on-duty Security Forces officers on their base patrols. This program allows you to ask all the questions you like and get the answers from the people who do the job. You can ride up to eight hours, on any day and at anytime. DoD affiliated personnel and their family members (10 years of age or older) are eligible to participate in the program. Minors will have the approval and coordination of their sponsor or guardian. A parent or legal guardian will accompany juveniles under age 13. Contact Security Forces Resources Protection at 671-3357/3358.

**VEHICLE IDENTIFICATION PROGRAM (VIP).** This program is designed to extend crime prevention to the most expensive item purchased within a home--the family automobile. Under the VIP Program, the vehicle identification number is etched on all windows of your vehicle. These markings discourage the professional auto thief by making it difficult and prohibitive to sell a stolen vehicle. The VIP program not only acts as a deterrent to theft but also aids in the recovery and return of stolen autos. Contact Security Forces Resources Protection at 671-3357/3358 to schedule an appointment.

**QUARTERS/VEHICLE CHECK PROGRAM - "OPERATION HOUSE WATCH."** The Quarters/Vehicle Check program is for individuals residing on the installation who plan to depart the area for an extended period of time (i.e., leave, TDY, etc.), and desire Security Forces to check their quarters/vehicles, checking windows and doors. To participate in this program, contact the Security Forces Central Control at 671-2018, 24 to 72 hours prior to your departure.

**ANTI-TERRORISM.** Terrorist activity is of concern throughout the world and there is every reason to believe the problem will continue to grow. Because of America's involvement and influence in the world community, and the many principles and ideals for which we stand, it is anticipated that Americans will be increasingly singled out as terrorist targets. We've already experienced this primarily overseas. As security at our foreign outposts is strengthened, terrorist activity here at home is likely to rise. Terrorists take the path of least resistance, going after the "soft" targets--those where security is either weak or perceived to be so.

As a result, everyone must do their part to take reasonable measures in deterring acts of terrorism against our employees, families, and resources. Familiarize your family with the terrorist threat, necessary protective measures, and threat conditions listed below.

### **FORCE PROTECTION CONDITIONS FPCON**

**FPCON ALPHA** There is a general warning of possible terrorist activity against the installation and personnel, the nature and extent of that are unpredictable.

- Exercise awareness.
- Report suspicious people, especially those carrying packages, and be alert for strange vehicles.
- Report incidents or suspicious observations to the Security Forces at 671-2018/1100.
- Go over evacuation plans with your dependents.
- Be prepared for delays and ID checks.
- Review FPCON BRAVO procedures.

**FPCON BRAVO.** There is an increased and more predictable threat of terrorist activity even though no particular target has been identified.

- Continue/accomplish measures outlined in FPCON ALPHA.
- Check home deliveries.
- Lock parked vehicles and inspect them before driving.
- Review FPCON CHARLIE procedures.

**FPCON CHARLIE.** An incident occurs or intelligence has been received indicating terrorist action against a specific location or person is likely.

- Continue/accomplish measures outlined in FPCON BRAVO.
- Curtail gatherings involving large groups of people.
- Limit trips outside your home or work to essential only.
- Be prepared to park vehicles in designated areas.
- Be prepared to show ID in places that do not normally require it.
- Review FPCON DELTA procedures.

**FPCON DELTA.** In the immediate area, a terrorist attack has occurred or intelligence has been received that indicates terrorist action against a specific location or person is likely.

- Ask for positive identification of all personnel delivering packages to your home and check packages.
- Minimize journeys, you will find extreme delays.
- Be prepared to have your vehicle inspected at the gate.
- Be prepared for a curfew to be established.
- Close all blinds and curtains and lock all doors.
- All outside activities will be canceled.

If you have any questions about anything you have read, contact the Crime Prevention Office, 671-3357/3358, and most importantly, STOP, LOOK, and LISTEN. Your cooperation is of vital importance to our success.

## **Section E**

## **GOOD NEIGHBORS**

MFH and close neighbors are synonymous. Full support and cooperation in the following areas are necessary.

**NOISE CONTROL.** Excessive noise is the primary complaint received by the Family Housing Office. Many Air Force members work shifts and are sleeping during the day. Please be considerate. Quiet hours are from 2200-0600 daily.

**PROBLEM ARISES.** You are urged to discuss/resolve problems with your military neighbor first. If that method fails, contact your Building Manager Program representative or your First Sergeant before making an official complaint with the Housing Office.

**PARTIES.** Many complaints can be avoided by informing your neighbors prior to having a party.

**EXCESSIVE STEREO AND TELEVISION VOLUMES.** Don't assume that your neighbors enjoy the same type of music or television programs that you do. Please keep the volume down.

## **CONTROL OF CHILDREN**

### **INSTALLATION CHILD SUPERVISION REQUIREMENTS.**

Failure to adhere to these guidelines may constitute child neglect. **Violations may result in a Security Forces report being forwarded to the member's unit and the Family Advocacy Center.**

**JUVENILE CURFEW.** Lackland AFB Instruction 40-301 outline juvenile policies. Curfew is in effect from 2200-0530, Sunday through Thursday, and 2400-0500 Friday and Saturday. The weekend schedule will apply on evenings preceding legal holidays (i.e., Thanksgiving, Christmas, New Year's, etc.). During periods when school is not in session, the curfew will be 2300 to 0530, Sunday through Thursday. This policy applies to all dependents and guests under 18 years of age.

## **PET CONTROL**

**PET REQUIREMENTS.** Refer to LAFBI 31-201, Control of Pets and Other Animals, to properly register your pets. Pets are required to be registered with the



**37th Services Veterinary Treatment Facility (VTF) at building 3664, phone 671-3354, prior to your move into military family housing. All pets must wear identification tags. Families are limited to two pets IAW LAFBI 31-201, Para 6.6, "Ownership or maintenance of more than two pets (excluding caged birds, fish, and caged rodents) per household is prohibited unless waived in writing by the Chief, Housing Flight". You may not maintain monkeys, skunks, raccoons, potbellied pigs, or other domesticated, wild animals, exotic animals, or reptiles on base IAW LAFBI 32-201, Para 5.3. They are a dangerous source of injury and disease.**

Pets must have all vaccinations as prescribed by the Base Veterinarian and be issued base rabies immunization tags before they are considered properly registered. Pets are required to be micro chipped with a microchip approved by the Chief, Veterinary Services. Wearing of the tag is mandatory at all times. Yearly rabies immunization for dogs and cats is a mandatory. To register your pets, you must present the current rabies vaccination certificate to the 37th Services Veterinary Treatment Facility, building 3664. For more information contact the VTF at 671-3354. Animals, who have not been vaccinated against rabies within the last 12 months and those who lack rabies vaccination certificates, **MUST** be re-vaccinated against rabies before they can be registered to live on base. Whatever form of tag is used, it will be the primary means of contacting the owner. Pets outside their quarters must be under the owner control at all times, either on a leash or in a fenced enclosure (voice command is not considered under control). When a dog is within a fenced enclosure, post a sign stating "BEWARE OF DOG" on all sides of the enclosure. When a leash restrains a pet, the leash must be short enough to keep the animal off the neighbor's property and to keep the animal from interfering with people using the sidewalks. Pets will not be leashed to trees or shrubs as this damages the plants. When walking an animal, the leash will be not longer than 10 feet. Owner must supervise pets at all times. Commercial kenneling or breeding is prohibited on Lackland AFB.

**ANIMAL BITE OR SCRATCH PROCEDURES. When an incident occurs, attempt to obtain a detailed description of the animal (domestic or stray), attempt to identify the owner, and notify Security Forces at 671-2018.**

The person who is bitten or scratched by any animal on Lackland AFB should immediately proceed to the 59th Medical Wing Emergency Room, located at Wilford Hall Medical Center (WHMC), for treatment. The 37th Services Veterinary Treatment Facility receives all reported cases and determines the need to quarantine the animal. This applies to all captured animals involved in a bite or scratch incident whether they are pets, strays, domestics, or wild animals.

Animals involved in on-base animal bites may be required by the base veterinarian to be quarantined at a veterinarian establishment. The required quarantine period is ten days and animals must be vaccinated against rabies upon release. REGISTERED animals involved in animal bites may be allowed a home quarantine at no cost to the owner.

**ANIMAL OWNERS RESPONSIBILITIES.** You are responsible for the actions of your animal(s) maintained in the MFH. Keep the animal(s) under control at all times to prevent them from becoming a nuisance or menace to other persons, animals, or property. While an animal is outside, owners are responsible for cleaning up any waste deposited by their animal on a daily basis to prevent unsanitary conditions. Owners of animals maintained on this installation will provide their pets with adequate food, water, and shelter. Animals not provided these essentials are considered abused or neglected. **The base veterinarian, at the request of the 37 SFS/CC, investigates all complaints of animal abuse or neglect and, if the complaint is justified, submits a report to the 37 SFS/CC and the 37th Mission Support Group Commander.**

## **STRAY, UNLEASHED, AND INJURED ANIMALS**

**STRAY ANIMALS:** Any animal not wearing a collar with valid vaccination tags, not on a leash, or under direct control of an owner, is considered a stray animal. **Animals picked up by Security Forces (671-3356/2018) for violation of the base leash policy will be held at the Security Forces stray animal kennel for seventy-two hours and then released to the San Antonio City Pound. Owners claiming animals from Security Forces for leash policy violations will have a letter of warning issued concerning pet control.** Continued occurrences could result in the pet and/or owner being removed from base housing.

**UNLEASHED ANIMALS.** Pets are not permitted to run loose on base.

**INJURED ANIMALS.** When an injured animal is discovered on the installation and the owner cannot be identified, it is transported to the 37th Services Veterinary Treatment Facility.

**DEAD ANIMALS.** Persons who find dead animals on base can report their findings to the 37th Civil Engineer Squadron, at 671-5551 during normal duty hours, or EMCS at 671-2288/2289 after duty hours.

For Billy Mitchell Village residents, call GKDA at 932-0777. Base requirements for rabies vaccination, registration, and leash policy adherence for all dogs and cats living on Lackland AFB are designed for the safety of members and their dependents as well as for the safety and health of pets.

If you need additional guidance or clarification on pet control issues, refer to LAFBI 31-201.

**If you have any concerns or want to report an uncontrolled animal, contact the Security Forces at 671-2018 for assistance.**

## **Section F**

## **ADVERSE WEATHER SITUATIONS**

**PROTECTION AGAINST FROZEN WATER LINES.** Although the winters in our area are generally mild, extended periods of freezing weather can create a real problem. In December 1989, the temperature dropped below freezing for several days. Because precautions were not taken to prevent pipes from freezing, damage resulted in over 150 houses with some residents required to move. To prevent a reoccurrence, Lackland AFB has established the following procedures:

a. When the temperature is predicted to fall below 25 degrees Fahrenheit, occupants will:

1. Remove hoses from exterior faucets.
2. Open one interior and all exterior faucets to provide a steady drip. For optimum protection, both hot and cold-water spigots should be allowed to drip. Do not open faucets to a steady stream as this may cause base water pressure to drop, which could hamper fire-fighting efforts.
3. In two story units, open at least one faucet on each floor.
4. Open kitchen cabinet and vanity doors to allow heat inside the cabinets.
5. When leaving for extended periods (vacation), reduce the heat to about 60 degrees (do not turn off).
6. Ensure a friend or neighbor is identified to periodically check on the house until your return.

b. Damage caused by noncompliance with these procedures could result in the resident being held liable for incurred repair costs. Return to normal operation when temperatures are above 32 degrees Fahrenheit. These simple precautions could have eliminated about 80% of the damage in the 1989 freeze. Please contact the Housing Office at 671-1840 if you have any questions.

**SPECIAL CLIMATIC SITUATIONS.** Newcomers to Lackland AFB will find the summer weather very hot, with the peak months being June, July, and August.

Staying out of the direct sunlight and completing outside chores in the morning hours are your best safeguards. Remember, if you have just arrived from a cooler climate, it will take some time to adjust to the hot weather. Our winters are usually mild; however, on rare occasions we have freezing temperatures of 25 degrees Fahrenheit or lower. Severe weather such as flooding, high winds, tornadoes, and even hurricanes are not uncommon to this area. In the event of natural disasters or peacetime emergencies, a 3 to 5 minute steady tone will be sounded on base and local sirens. This signal indicates the necessity to take shelter immediately and monitor radio, TV, and the base public address system for additional information. Remain indoors unless instructed otherwise and go outside only to secure items of property that could become hazardous flying objects. You may fill the bathtub or other containers with water prior to possible contamination. Seek safe cover

under stairwells, beneath sturdy furniture, etc. Stay away from windows to avoid injury from flying debris. As a precautionary measure, review all available literature on hurricane and tornado precautions.

**NATURAL DISASTERS.** In a time of emergency, taking proper action may save your life. Perhaps the most basic thing to remember is to keep calm and don't panic. Take time to think and then take the appropriate actions.

**ALERT WARNING SIGNAL.** In the event of an imminent peace time emergency, the Lackland Command Post controller will sound the alert warning signal, which is a **three to five minute steady tone on the base sirens**. Upon hearing this, you should monitor radios, the base public address system, or the television for vital information and further instructions.

Natural disasters come in many types and sizes. In this geographical area the most common natural disasters are tornadoes, hurricanes, floods, and thunder/lightning storms.

➤ **TORNADO.** Storms of short duration formed by winds rotating at very high speed, usually in a counterclockwise direction. These storms appear as a whirlpool structure of winds rotating above a hollow cavity in which centrifugal forces produce a partial vacuum. As condensation occurs, a pale cloud appears and it becomes darker as it picks up dirt. The dark funnel of a tornado can destroy solid buildings, make a deadly missile of a piece of straw, uproot large trees, and hurl people for hundreds of yards. Tornadoes travel about 25 to 40 miles per hour with wind speed estimated as high as 500 miles per hour within the tornado.

As a tornado passes over a building, the wind twists and rips at the outside. At the same time, the abrupt pressure reduction in the tornado's "eye" causes explosive pressure inside the building. Walls collapse and topple, windows explode, and debris is driven through the air at a rapid rate of speed.

Tornadoes can occur anytime of the year. Normally, the number of tornadoes is at the lowest during the months of December and January and peak in the month of May. The months with the greatest amount frequency are April, May, and June.

a. **TORNADO WATCH:** If the weather conditions are right for a tornado to develop, the National Weather Service will issue a tornado watch. The tornado watch is only an indication of where and when probabilities are highest. During a tornado watch persons may continue normal activities, but they should watch for threatening weather and listen to radio or TV for further information. Always be alert to the possibility of having a tornado with no prior warning. Know what to do and how to do it. Be ready! **If you spot a tornado, call the Lackland Command Post at 671-4225 and give your name, location, and direction of the tornado.**

b. **TORNADO WARNING:** If a tornado has been detected on radar or has been visually sighted, the National Weather Service will issue a tornado warning. Warnings indicate the location of the tornado at the time of detection, the area through which it is expected to pass, and the time period during which the tornado will move through the area

in question. When a tornado warning is issued, personnel in the path of the storm should take immediate safety precautions.

c. **TORNADO PRECAUTIONS:**

(1) The alert warning signal will sound on the base siren and be supplemented by the notification system. Monitor radio, TV, public address announcements, etc.

(2) Seek cover immediately.

(3) Avoid areas facing the South and West. Tornadoes usually approach from the Southwest.

(4) Stay away from windows. Seek cover in the basement, under heavy furniture, or in the center part of the building on the lowest floor -- preferably in a small room, such as a closet or bathroom.

(5) In office buildings, go to an interior hallway on the lowest floor or to a designated shelter area.

(6) In industrial type shops, workers should move quickly to the section of the shop offering the greatest protection.

(7) In an open area, if there is no time to find suitable shelter, lie face down in the nearest depression, such as a ditch or ravine, and protect your head with your arms.

(8) Keep a battery-operated radio nearby if available; do not tie up the telephone line; follow broadcast instructions; and above all, remain calm.

➤ **HURRICANES.** A hurricane is caused by winds rotating about a moving center of a low atmospheric pressure. At the center there is an area, which may range from 30 to 50 miles in diameter called the "eye." Here the winds are light and the sky is often clear. If this center passes directly over an area, there will be a lull in the wind, which can last from a few minutes to an hour. After the other side of the eye passes the area, the winds rise very rapidly to hurricane force from the opposite direction.

The forward movement of a hurricane may be very slow when it is in the lower latitudes and usually increases, sometimes reaching 75 miles per hour (mph) or more in higher latitudes. A hurricane is capable of blanketing an area 600 miles in diameter.

Most likely a hurricane that hits the Gulf Coast will be weakened due to the topographical features as it moves northward. However, it is also true that we can still receive the effects of some winds and the heavy rainfall which may cause damage and flash floods in areas over 150 miles away from the center of activity. We need to be familiar with some of the safety precautions during hurricane conditions. The following bulletins will be issued during hurricane situations:

a. 72 Hour Hurricane Advisory: 72 hours prior to the forecast arrival of 58 mph (50 knots) winds or higher.

b. 48 Hour Hurricane Advisory: 48 hours prior to the forecast arrival of 58 mph (50 knots) winds or higher.

c. 24 Hour Hurricane Advisory: 24 hours prior to the forecast arrival of 58 mph (50 knots) winds or higher.

d. 12 Hour Hurricane Advisory: 12 hours prior to the forecast arrival of 58 mph (50 knots) winds or higher.

The following are hurricane precautions:

a. Listen for alerts, warnings, and advisories.  
b. Follow the instructions and advice of base or civil officials.  
c. Secure everything that might blow away or be torn loose. Garbage cans, garden tools, porch furniture, swings, and other objects can become weapons of destruction in hurricane winds.

d. If we are expecting high wind speed, ensure that a window or door is slightly opened on the side furthest from the storm.

e. For off-base personnel living in areas where streams and rivers are nearby, listen for flash flood advisories:

(1) Flash Flood Watch - It is possible that rains will cause flash flooding in the specified area. Be alert and prepared for a flood emergency.

(2) Flash Flood Warning - Flash flooding is occurring or is imminent in the specified area. Move to safe ground immediately.

f. If you are told to evacuate your home, do so promptly. Secure your home before you leave. Shut off all utilities. Go to your designated shelter area.

g. If you are in a low ground area and in danger of rising water, head for high ground and take cover from flying debris.

➤ **SEVERE THUNDERSTORMS.** Severe local storms, known as thunderstorms, consist of great cumulonimbus cloud towers built by unstable conditions in the lower atmosphere. Like most storms, thunderstorms run on heat energy converted into wind, electrical discharge, and violent upward motion of the air. Severe local storms may develop from local heating of the ground or cooling of cloud tops--anything that puts dense, colder air above warm, moist, less-dense air.

Severe thunderstorms are the breeding places for tornadoes, and have the same characteristics as the clouds associated with tornadoes, except they do not have rotating pendants extending to the ground. They occur much more frequently than tornadoes and in the same area. Their destructive effects on trees, power lines, houses, mobile homes, and crops are well known. Deaths and injuries resulting from lightning, strong non-rotating winds, and large hail can be reduced by adequate precautions. "The average annual death toll from lightning is greater than from tornadoes and hurricanes."

a. **SEVERE THUNDERSTORM WATCH:** If conditions are right for a thunderstorm to develop, the National Weather Service will issue a severe thunderstorm watch.

b. **SEVERE THUNDERSTORM WARNING:** If a severe thunderstorm is in your area, the National Weather Service will issue a severe thunderstorm warning.

c. SEVERE THUNDERSTORM PRECAUTIONS:

- (1) Stay indoors and don't venture outside unless absolutely necessary.
- (2) Stay away from open doors, windows, fireplaces, radiators, stoves, metal pipes, sinks, and plug-in electrical appliances.
- (3) Don't use the phone unless it's an emergency because lightning may strike the line.
- (4) Stay away from clotheslines.
- (5) Don't use fishing poles, golf clubs, metal tennis racquets, baseball bats, etc.
- (6) If you are in your car, stay inside as the car provides protection.
- (7) If you are in an open area, do not take cover under trees; lie down on the ground.
- (8) When you feel the electrical charge (hair standing on end or your skin tingles) - lightning may be about to strike you -- **DROP TO THE GROUND IMMEDIATELY!** Another hazard associated with thunderstorms is hail, which is ice that has formed at high altitudes and is too heavy to remain in the air.

a. When hail starts to fall:

- (1) Take cover.
- (2) Stay away from glass windows.
- (3) If you are in an open area, take cover under anything that will break the fall of the hail.

d. Post-Natural Disaster Actions:

After a natural disaster, the use of common sense and the following guidelines will help you in recovery:

- a. Use extreme caution in entering or working in buildings that may have been damaged or weakened by the disaster, as they may collapse without warning. Also, there may be gas leaks or electrical short circuits.
- b. Stay away from fallen or damaged electrical wires, which may still be dangerous.
- c. Check for leaking gas pipes in your home. Do this by smell only; don't use matches or candles. If you smell gas:

- (1) Open all windows and doors.
- (2) Turn off the main gas valve at the meter.
- (3) Leave the area immediately.
- (4) Notify maintenance as soon as possible (Do not use your phone).
- (5) Don't re-enter the area until you are told it is safe to do so.

d. If any of your electrical appliances are wet, first turn off the main power switch in your quarters, then unplug the wet appliances, dry them out, reconnect them, and finally turn on the main power switch. **Caution:** Don't do any of these things while you are wet or standing in water. If fuses blow, or circuit breakers trip when electrical power is

restored, turn off the main power switch again and check for short circuits. You may have to wait until an emergency utility team can fix the trouble.

e. Don't go to the disaster area merely to satisfy your curiosity. Sightseeing will only hinder first aid efforts and rescue workers and may endanger your life as well.

f. Don't drive unless necessary and then with caution. Watch for hazards to yourself and others.

g. Do not pass or start rumors, or exaggerate reports of damage.

h. Follow the advice and instruction of your Unit Commander and Disaster Preparedness Officer.

➤ **SHELTER-IN-PLACE.** In the event of a hazardous material (HAZMAT), nuclear, biological, chemical (NBC) or other peacetime natural disaster (tornadoes for example), emergency officials may feel that it is safer for residents to stay in place during an incident, rather than having them attempt to evacuate. This technique is called sheltering-in-place. You may be notified using the installation public address system or by police or fire vehicles equipped with public address systems. In these cases, listen to the message and react accordingly.

a. First, **REMAIN CALM.**

b. Remain inside until you are directed otherwise; by leaving, you may expose yourself to unnecessary danger.

c. Bring in your pets if it can be done safely.

d. \*Close all windows, doors, and vents, including your dryer vent.

e. \* Turn off all sources of outside air (heating and cooling units, fireplace damper). Also, close the A/C and heating vents throughout your home.

f. \*Close as many internal doors as possible and if possible, move to a room with no outside door and as few windows as possible.

g. \*Seal the doors, windows, heating vents, and any other openings in your "safe room" with tape and plastic sheeting (Saran wrap, plastic garbage bags, etc.), and place a damp towel at the base of the door.

h. \*If an explosion is possible, close your curtains and window shades and stay away from the windows to prevent potential injury from flying glass.

i. \*If your eyes, nose, or throat become irritated, protect them by covering your mouth and nose with a damp cloth.

j. Try not to use the telephone unless it is an actual emergency.

k. Tune into the emergency alert stations (WOAI 1200 AM, KENS 560 AM, or the Commander's access channel) for further information and guidance.

l. Evacuate using designated routes if directed by emergency response forces.

m. If you have children in school:

(1) **DO NOT** go to the school to pick up your child (ren) unless told to do so by school officials. If you go to the school, you are putting yourself and the children in danger when the doors are opened.



(2) DO NOT try to call your child's school. If there is an emergency, phone lines will be needed for official business.

(3) Students will be taken into schools and cared for, or evacuated by bus to a safe haven.

**“Items marked with an asterisk (\*) do not apply to a natural disaster such as a tornado.”**

## Section G

### **COMMUNITY/RESIDENTIAL ACTIVITIES**

**YARD, GARAGE, AND CARPORT SALES.** These sales are permitted at resident housing areas. A permit for sale is available from the Housing Office, Building 1526, 671-1840. Sales may not be conducted without a permit. Residents will not attach yard sale signs to telephone poles or street signs. Use the yard sale sign near the auto resale lot at Fairchild and Truemper, behind the base housing office. Yard sale signs can be posted at the corner of Hillrise and West Perimeter for the Medina Annex housing area. **Remove all signs and clean up after the sale is over.**

**YARD OF THE MONTH.** The Yard of the Month Program is from April through September. The month of December is also considered for best creative Christmas decorations. The following selection criteria will be used:

- Lawn and shrubbery appearance.
- Cleanliness of outside area.
- Self-help projects.
- Inspection record during the month.

During the period that Yard of the Month competition is being conducted, one family in each housing community (North Wherry, Ann Scott Village, Zachry, Capehart, Billy Mitchell Village) will be recognized for their efforts in keeping our base housing area attractive. Winners will earn the right to display the Yard of the Month sign in their front yard, receive a plaque at a special ceremony, and be awarded some valuable coupons/merchandise. Candidate's yard must have been "error-free" during the current month and be consistently neat and attractive. **EFFORT ON THE PART OF THE RESIDENT IS THE PRIMARY CRITERIA.**

**BUSINESS/COMMERCIAL ENTERPRISES.** Some businesses for profit may be conducted from your home. IAW AFI 32-6001, Para 16.2, members submit written requests to conduct commercial activities in assigned family housing through the Housing Flight Chief, (Bldg 1526), 671-1840 or Legal Office 671-3361 for additional information and guidance. Await approval before entering into any contractual enterprises.

**CHILDCARE.** Childcare in Lackland MFH is permitted in licensed childcare homes only. To become licensed, the following agencies are tasked with screening: Security Forces, Mental Health, OSI, Base Housing, Medical Clinic, and Military Equal Opportunity. The Family Day care Coordinator, Fire Department, Safety, and Public Health representatives will inspect your home for licensing. Family childcare classes are conducted monthly at the Family Child Care (FCC) office. If you are interested in becoming a licensed provider, contact the FCC office to arrange to attend the Family childcare class, telephone number 671-3791 or 671-3376.

**Childcare providers are required to have a smoke detector installed in the downstairs area of their quarters. This extra smoke detector must be purchased and installed at the expense of the resident unless the FCC office provides one.**

**SOLICITATION IN MILITARY FAMILY HOUSING.** IAW AFI 32-6001, Chapter 16, Para 16.4. Solicitation of fund raising, scout activities, school sales, etc., are requested through the Housing Flight Chief, Bldg 1526, 671-1840.

**SOCIAL VISITS.** Family Housing units are appropriated for use as single-family dwellings; therefore, occupancy by more than one family is not authorized. Bona fide social visits of 30 days or less by guests of persons to whom quarters are assigned do not constitute joint assignment of quarters. Social visits of military personnel assigned to the

installation and civilians residing outside the commuting area are limited to 30 days. Social visits by personnel residing within the commuting area are limited to no more than two days.

**HALLOWEEN TRICK OR TREAT ACTIVITIES.** Traditionally, October 31st, Halloween, is an evening of treats, thrills, and chills for the youngsters of our housing area. We want to continue that tradition and have set aside the hours of 6-8 p.m. for all the little witches and goblins to be out. Please observe the following guidelines to help make this a safe and enjoyable evening for all:

- a. Only drive in housing if absolutely necessary.
- b. If you do wish to be visited by trick-or-treaters, turn on your front porch light. Leave it **off** if you don't want to be disturbed. Advise your children to only visit quarters with the light on.
- c. Ensure your little one's costumes are safe and visible. Costumes and masks should not interfere with the child's vision.
- d. Ensure an adult or responsible young person accompanies small children.
- e. Inspect all goodies before letting your children eat them.
- f. Do not use candle luminaries and other open flames for Halloween decorating.
- g. Read the **Talespinner** and the base bulletins for more information and additional safety reminders.

Contact the Housing Management Office at 671-1840 if you need more information.

**HOLIDAY/CHRISTMAS DECORATIONS.** Traditionally, many people decorate for the holiday season. Housing residents will be allowed as much flexibility as possible and still maintain safety standards. To accomplish this goal, the following guidelines are established:

- a. Outside lighting cannot be turned on prior to the base Christmas tree lighting and must be removed by 10 January of the New Year.
- b. All lights and fixtures must be listed or labeled by a nationally recognized testing agency for indoor or outdoor use as applicable.
- c. Do not line sidewalks with lights.
- d. Do not use indoor extension cords for outside decorations.
- e. Candle luminaries or other open flame decorations are not authorized in Military Family Housing.
- f. Do not use nails or any other permanent fasteners that will damage metal flashings.
- g. For safety and roof maintenance reasons, installation of lights or any other decorations on roofs is strictly prohibited. Decorations along eaves are acceptable provided you comply with paragraph f above.
- h. Read the **Talespinner** and the base bulletins for more information and additional safety reminders.

Please do your part in keeping our housing areas safe. Every year we hear of fires that result from improper use of holiday decorations. Don't become a statistic. Follow the established standards and have a safe holiday season.

## **Section H**

### **SELF-HELP PROGRAM**

We authorize self-help work in MFH if proposed work is relatively simple and are primarily for the resident's benefit. Normally, a self-help project is to improve living conditions. Self-help work must not generate additional maintenance or repair costs. For example, if your home has aluminum siding covering the overhang or carport ceiling, do not drill holes, install nails, etc., in the siding for a self-help project. **Ornamental/decorative lighting is authorized only during holiday seasons.**



***DO NOT ACCOMPLISH SELF-HELP WORK WITHOUT KNOWING THE STANDARD AND OBTAINING PRIOR APPROVAL***

**REQUESTING SELF-HELP WORK.** Submit an AF Form 332, BCE Work Order Request, to the Housing Flight, Bldg 1526, 671-1840, when requesting permission to complete a self-help project. You may call the Facilities Section, Bldg 1526, 671-1840/1172/0071 to request to meet with you at your quarters to complete and approve the AF Form 332. If you did not receive approval on an AF Form 332 for swing sets, canopies, awnings, recreation equipment, and other type of self-help projects, please contact the Housing Office, Bldg 1526, 671-1840/0071/1172.

**DO NOT PURCHASE MATERIALS, ENTER INTO ANY CONTRACT, OR PERFORM ANY WORK TOWARD SELF-HELP PROJECTS WITHOUT KNOWING THE STANDARDS AND RECEIVING ADVANCE APPROVAL FROM ALL COORDINATING OFFICES.** The housing Inspectors may authorize approval on some request for self-help projects.

### **DISPOSITION OF IMPROVEMENTS**

**PAINTING.** If you wish to paint your unit while occupied, contact the Housing Facilities 671-1172/0071 to complete an AF Form 332.

**SWING SETS.** With an approved AF Form 332, swing sets shall be placed in the rear yard of a base housing residence and away from main streets.

**PORTABLE PREFABRICATED STORAGE SHEDS.** Complete a sketch identifying the location, size of shed, and fill out an AF Form 332. Submit information to the Housing Office. Residents living in Wherry and Zachry housing may install portable storage sheds only inside the government furnished privacy fence. Sheds previously approved may continue to be used in Capehart until no longer usable or until the current resident relocates. Storage sheds are limited to a maximum size 8L + 6W x 6 ft high and shall not block any entrance or window of the quarters. They must be maintained in a serviceable condition.

**CEILING FANS.** Will be authorized when they are installed by a licensed electrician, the name and license number of the electrician must be on the AF Form 332.

**FENCES.** Maximum 4 feet high, chain link only. Complete an AF Form 332 and sketch, to include location and dimensions, to the Housing Office for approval. **Upon termination from your quarters, you must remove the fence unless the next new housing resident accepts or buys and takes responsibility for the fence.**

**SATELLITE DISHES AND ANTENNAS.** Residents wishing to install an 18" satellite dish must provide a sketch showing mounting location, routing, and entry point of the cable. An AF Form 332 must be submitted to the Housing Office, Bldg 1526, 671-1840, for approval prior to installing a satellite dish. Satellite dishes must be installed in the rear of the residence within the fenced patio area if you live in the Wherry or Zachry communities. In Amn Scott Village or Capehart communities the satellite dish must be behind the residence. In all cases, the dish must be mounted on an independent pole, installed at the resident's expense. Dishes must not be attached to a family housing building. Billy Mitchell Village residents must submit approval by submitting AF Fm 332 to the Housing Office, Bldg 1526, 671-1840. The Housing Facilities inspectors for your housing area can assist you in locating a suitable area for installation.

**DECORATIVE FLAGS.** Requires submission of AF Form 332 and a sketch with the location and measurements.

**DECORATIVE LIGHTS.** One string of "Malibu" lights, no more than twelve lights total, are authorized. Requires submission of AF Form 332 approved by safety and the Fire Chief. Use caution to ensure all connections are weather-tight to prevent electrical shocks and injury.

**SANDBOXES.** Must be portable with a cover for sanitary purposes.

**SWIMMING AND WADING POOLS.** Only aboveground swimming pools are authorized with a maximum size of 8 feet in diameter and a maximum depth of 24 inches. (See Resident Responsibilities, Section B, in this brochure, for more information).

**BASKETBALL GOALS.** Only portable basketball goals are authorized (See Resident Responsibilities, Section B, in this brochure, for more information).

**IMPROVEMENTS.** Some self-help improvements may be donated by the resident and accepted by the Air Force when workmanship and aesthetics meet acceptable construction standards. When removal is required, your residence and/or area must be restored to its original condition. Ask your housing representative during the pre-final inspection.

**DO NOT PURCHASE MATERIAL, ENTER INTO ANY CONTRACT, OR PERFORM ANY WORK TOWARD SELF-HELP PROJECTS WITHOUT KNOWING THE STANDARDS AND HAVING PRIOR APPROVAL.**

Exceptions to this policy require the written approval from the Housing Office submitted on an AF Form 332. Residents should call 671-1840 to request a housing inspector to meet with the housing resident on site for self-help guidance and approval.

## **Section I**

### **TERMINATION OF MILITARY FAMILY HOUSING**

**GIVING NOTICE.** The best time to start thinking about moving out is when you receive your PCS orders. We require at least 40 days notice of your vacating date (short notice PCS excepted). Upon receipt of your PCS orders, contact Transportation Management Office (TMO) at 671-2821 to schedule an appointment to establish a firm date when they will pick up your household goods. The next stop will be the Housing Office where we will schedule your pre-final and final inspections. You must get written permission to vacate on-base family housing unless you are PCSing or separating.

Your Housing Office can be of great assistance in your next move. Ask about availability of military family housing and community housing at your next location. We will be

happy to provide DSN numbers (Defense Switched Network-formerly autovon), and addresses so that you may make inquiries about other bases.

**PRE-FINAL INSPECTION.** This inspection is designed to assist you in preparing for your final inspection. It includes the review of checkout procedures and an opportunity to answer your questions. During the inspection, the housing representative will identify normal maintenance to be accomplished, damages above fair wear and tear, will provide you with a cleaning checklist, and also discuss your individual cleaning needs.

If you choose to use a contract cleaner, the housing representative is prepared to provide you a list of cleaners at the time of the pre-final inspection. This list is available at the Housing office Bldg 1526.

**NOTE: THE RESPONSIBILITY FOR FINAL CLEARANCE FROM BASE HOUSING RESTS SOLELY WITH THE RESIDENT.**

**FINAL INSPECTION.** The minimum acceptable standards, which are required of you upon the final inspection, are as follows:

- Mow, edge, police yard, trim shrubs, and weed flowerbeds. Restore areas damaged by pets. Remove self-help projects.
- Refuse and recycling containers will be emptied and scrubbed out. **DO NOT LEAVE TRASH AND DEBRIS ON THE CURBS OR DUMPSTER PADS TO AWAIT PICKUP. DEBRIS CANNOT BE LEFT OUT OVERNIGHT. TAKE THE DEBRIS TO THE INDUSTRIAL DUMPSTER.**

## **Section J**

### **MISCELLANEOUS**

**MILITARY FAMILY HOUSING ENERGY CONSERVATION GUIDE.** All of us at Lackland AFB are working hard to save energy and it's paying dividends. Since you are full-time residents of Lackland, you can really have an impact on our energy efforts. We need your continuing help.

When you moved into base housing, the heating and cooling systems and the installed appliances were already in place. We don't change these all at once to obtain the latest energy efficient equipment. The biggest energy users are: (1) air conditioning, (2) water heating, (3) appliances, and (4) lighting. Ponder these questions to determine how you are doing in regards to energy conservation:

- Are doors closed quickly when the air conditioner/heat is on?
- Are windows closed when the air conditioner/heat is on?
- Are drapes and blinds closed during the hot hours of the day?
- Do family members take short showers instead of baths?
- Are lights turned off when not needed?
- Is the thermostat set at the base's suggested level? (Summer-76; Winter-70)
- Is the refrigerator door only opened briefly, when necessary?
- Is the washing machine used for full loads only?
- Are covers used on pans during cooking?
- Is the oven turned off immediately after use?
- Are all water faucets tightly off?

## **ATTACHMENT 1**

### **ABSENCE NOTIFICATION LETTER**

DATE\_\_\_\_\_

MEMORANDUM FOR 37 CES/CEH  
 2525Fairchild  
 Lackland AFB TX 78236-1033

FROM: (Your Rank, Name)



SUBJECT: Absence Notification

My family and I will be absent from our quarters \_\_\_\_\_, from  
\_\_\_\_\_ through \_\_\_\_\_ on leave/TDY. During this time  
\_\_\_\_\_, a military member assigned to  
\_\_\_\_\_, Lackland AFB, (duty phone \_\_\_\_\_), (home  
phone \_\_\_\_\_), will have a key to my quarters and will be responsible to  
perform normal resident maintenance as specified in the Housing Brochure.

\_\_\_\_\_  
(SIGNATURE)

\_\_\_\_\_  
(QUARTERS ADDRESS)

\_\_\_\_\_  
(EMERGENCY CONTACT NUMBER)

## ATTACHMENT 2

MEMORANDUM FOR TIME WARNER CABLE

Date: \_\_\_\_\_

FROM: 37 CES/CEH  
2525 FAIRCHILD  
LACKLAND AFB, TX 78236-1033

SUBJECT: Additional Cable Outlet - INFORMATION MEMORANDUM

Residents in Military Family Housing can negotiate with Time Warner Cable to obtain an additional cable outlet(s) in their quarters at their expense. Give this letter to the cable technician when they arrive to accomplish the requested work.

//Signed//  
Housing Flight Chief

## **ATTACHMENT 3**

### **BUILDING MANAGER RESPONSIBILITIES**

1. Meet new residents upon move-in – ensure new residents assigned to your building know the channels to address concerns. The housing management office will provide a list of your building residents.
2. Ensure exterior of assigned facilities are maintained to a neat appearance and avoid a cluttered appearance. This includes garbage containers being placed back in appropriate storage location on non-garbage pick up days.
3. Identify areas within and surrounding building facilities requiring repairs; this includes assigned exterior storage facility (i.e., broken exterior lights, broken interior common hallway lights, broken window screens, storage door lock inoperative, etc.) and report to housing office and/or housing maintenance for repairs.
4. Schedule yard area maintenance, to include cleanup of common areas surrounding assigned building and includes common hallways and exterior storage facility as required; ensure Spring and Fall clean up is scheduled for all building residents.
5. Resolve minor neighbor disagreements; work with housing office staff as needed. First Sergeants will be called to assist when disagreements/disputes cannot be resolved at your level.
6. Provide leadership roles and functions within your assigned housing area and set positive role model examples for all residents to follow.
7. Generate and promote good morale, good neighbor acts and resident involvement throughout your housing area.
8. Inform residents of action taken when rules are broken and responsibilities are not met. The Housing Office should be called on incidents when damage to quarters has occurred.
9. Develop a team concept within your building – this makes for a cohesive living environment.
10. Provide updates to housing office staff of any on-going issues, which require first sergeant/commander involvement.
11. Identify any possible abandoned vehicles to Security Forces for removal.
12. Ensure residents are not storing flammables in storage facilities or left outside accessible to children.

13. Ensure residents are parking in authorized parking locations and any abandoned vehicles are reported to Security Forces Investigations at DSN 473-3526 for action.

## **GROUND INSPECTION DISCREPANCY NOTICE PROCEDURES**

The Housing Office is responsible for inspecting housing area grounds and when noted discrepancies are found, the resident will receive a written notice/discrepancy. Some may be of minor offenses and the housing inspector has the judgment call to only give the resident a “courtesy” notice to correct the minor deficiency. A “courtesy” notice is not counted as a “discrepancy” for tracking purposes up to the leadership.

**1st Notice and 2nd Notice:** AETC Form 1188, “Housing Area Improvement Survey” will be attached to the quarter's door for proper action. The resident is expected to correct the discrepancy within 48 hours.

**3rd Notice:** If you receive a **third** notice within one year of the first notice, a letter will be sent to your Unit Commander/First Sergeant. Advising them to brief you on proper compliance of housing requirements in order to remain in base housing.

**c. A fourth discrepancy notice generates a letter from the 37th Mission Support Group Commander.** You will be required submit a letter to show cause why your housing privileges should not be revoked within 15 days through the Housing Office, Building 1526, 671-1840 to the 37 MSG/CC for review. Your unit commander and first sergeant will be provided a courtesy copy of this memorandum.

**d.** Residents receiving an opportunity to improve are closely monitored. If another discrepancy notice is issued, a letter to terminate will be sent to you from the 37 Mission Support Group Commander to terminate quarters within 30 days. You are required to come to the Housing Office to arrangements.

## **FREQUENTLY CALLED ON-BASE NUMBERS**

**EMERGENCIES.....911 OR 671-0911**

**24-HOUR NUMBERS (NON-EMERGENCY):**

FIRE DEPT.....671-2921

AMBULANCE.....292-7331

SECURITY FORCES.....671-2018

HOUSING MAINTENANCE (24 Hours) (All HOUSING RESIDENTS) .....673-1780  
(BILLY MITCHELL VILLAGE AND CHENNAULT)

**HOUSING OFFICE/FACILITIES:**

FRONT DESK.....671-1840

ASSIGNMENTS/TERMINATIONS.....671-1177/2146

OFF-BASE HOUSING ASSISTANCE.....671-0587

FACILITIES SECTION.....671-1175/1173/0508/0017/1172

AMU 1 - CAPEHART.....671-5551

AMU 5 - YOUNT CIRCLE, NORTH WHERRY, ZACHRY, AND  
AMN SCOTT VILLAGE.....671-5555

ENVIRONMENTAL (RECYCLING AND HAZARDOUS DISPOSAL).....671-4800

**OTHER HELPFUL NUMBERS:**

AIRLINES TICKET OFFICE (ITT).....671-3133

AMERICAN RED CROSS.....671-3384

LODGING VISITING QUARTERS.....671-2523

CHAPLAIN (Duty Hours).....671-4101  
(After Duty Hours).....671-4225  
(WHMC pager 670-6110 ext 0313)

CHILD DEVELOPMENT CENTER.....671-3675

COMMISSARY.....	671-2561
FAMILY SUPPORT CENTER.....	671-3722
HOSPITAL EMERGENCY ROOM.....	292-7331
MAIN EXCHANGE.....	674-6465
PASS & REGISTRATION.....	671-3678
SAFETY.....	671-3969
SELF - HELP.....	671-3514/2339
AAFES SERVICE STATION.....	674-8094
SHOPPETTE.....	674-0848
MILITARY EQUAL OPPORTUNITY.....	671-2847
TAXI (On base).....	671-3317
VISITORS RECEPTION CENTER.....	671-3069
LACKLAND INDEPENDENT SCHOOL DISTRICT (Elementary).....	357-5053
LACKLAND INDEPENDENT SCHOOL DISTRICT (Junior and High School).....	357-5100
FRANK TEJEDA POST OFFICE ( <b>Billy Mitchell Village Residents</b> ).....	923-1086
VALLEY HI POST OFFICE ( <b>All other housing areas</b> ).....	674-9417

## **REFERENCES**

AFI 32-6001 FAMILY HOUSING MANAGEMENT, 23 Jan 02

AFI 34-276 FAMILY CHILD CARE PROGRAMS, 1 Nov 99

HQ AETC/CV Ltr, Storage of Privately Owned Weapons (POWs), 17 Jul 03

LAFB INSTRUCTION 31-101, INSTALLATION SECURITY PROGRAM, 21 MAY 01

AETC SUPPLEMENT 1, AFI 31-209, 30 Jun 97, AFOI 31-08, ARMORY  
PROCEDURES, 1 Aug 99

LAFB INSTRUCTION 40-301, INSTALLATION CHILD SUPERVISION  
REQUIREMENTS, 1 Oct 02

AFPD 40-3 FAMILY ADVOCACY PROGRAM, 7 Sep 93

LAFB INSTRUCTION 31-1, JUVENILE CURFEW, 7 Jun 94

LAFB INSTRUCTION 31-201 CONTROL OF PETS AND OTHER ANIMALS,  
10 Jun 02

EXCERPT: MOLD AND INDOOR AIR QUALITY, (GENERAL FACTS AND  
INFORMATION) (AIR FORCE INSTITUTE FOR ENVIRONMENT, SAFETY AND  
OCCUPATIONAL HEALTH RISK ANALYSIS, AFIERA)

EXCERPT: TRAMPOLINES AND TRAMPOLINES SAFETY, AMERICAN  
ACADEMY OF ORTHOPAEDIC SURGEONS POSITIONS STATEMENT, 18 JUN 97